

# **New Home User Guide**

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**Advice about your new home**

**Please read this guide as soon as you move in.**

**Welcome to your Hastoe home**

**We recommend that you read this guide as soon as you move in to familiarise yourself with the property.**

This guide should be read in conjunction with your Tenant Handbook, Shared Ownership Handbook, Repairs Handbook and any other information provided by Hastoe.

This home has many features designed to increase your comfort, save you money and help the environment at the same time. This guide will help you to understand them.

<b>Handbook</b>	<b>Links</b>
Tenants Handbook	<a href="#">New Tenant Lettings Pack</a>
Shared Ownership Handbook	<a href="#">Shared Owner Handbook</a>
Repair Handbook	<a href="#">Repairs handbook</a>

The information in this guide is correct at the time of handover but links and advice may change over time.

# Welcome to your new-build home

Hastoe would like to welcome you to your new home. As a new-build property your home is covered by a 12 month defect period. Here is a guide to help you understand your home and highlight some important actions for you to take.

**1.** Take gas, electricity and water meter readings. Contact the utility companies, informing them of your change of address and give them the readings.

**2.** Inspect your new home and complete the New Home Form listing any potential defects. Return the form in the prepaid envelope provided within 7 days.

**3.** In order to minimise shrinkage cracks and disruption to your home, please try to warm up your home gradually and ventilate your home evenly.

**4.** A defect is incomplete or defective work on a new-build home. Defects should be reported to Hastoe Hub on 0300 123 2250 or via email [customerservices@hastoe.com](mailto:customerservices@hastoe.com). All defects are logged and monitored. Emergency defects will be addressed promptly.

**6.** Hastoe provides Buildings Insurance to insure the building you live in. This doesn't cover your belongings. We strongly recommend you take out Home Contents Insurance to cover your personal belongings, such as furniture.

**7.** Please take the time to read this Home User Guide. It contains useful information about your new home and the equipment installed.

**8.** Hairline and settlement cracks are not considered a defect. You are responsible for these repairs.

**9.** You are required to look after your home and keep it in a good state of repair, including maintaining the front and rear gardens of the property.

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- Certificates



## 1. Defects and Repairs

Defects and repairs must be reported to Hastoe Housing Association as soon as you are aware of a problem. You can report defects and repairs to Hastoe Hub by email or phone.

	<b>0300 123 2250</b>
	<b>customerservices@hastoe.com</b>
	<b>Resident portal <a href="http://www.myhastoe.com">www.myhastoe.com</a></b>
	<b>Emergency out of office hours 0345 266 6527</b>

Please refer to your Repairs Handbook when contacting us. It has detailed images that will help you to identify the faulty component in your home. Reporting the problem as accurately as possible will help Hastoe to provide a first time fix.

Repair Handbook	<a href="#">Repairs handbook</a>
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## Defects

A defect is incomplete or defective work on a newly built home. It includes anything that occurs in the settling of the new building.

The defects liability period is usually twelve months. During this time Hastoe can require the contractor who built your home to rectify any defects.

<b>Defect Liability Period</b>	<b>From:-</b> contractor to insert date	<b>To:-</b> contractor to insert date
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Please report any problems with your new home to Hastoe, who will discuss the issue with you and, if needed, ask the contractor to visit to fix the defect. Some defects may be left until the end of defects liability period before they are fixed.

At the end of the defects liability period, Hastoe will carry out an inspection to make sure there are no outstanding defects and you are happy with your home and any works or repairs that have been undertaken.

### Shrinkage cracks

As the building settles, there may be some drying out of plaster and timber. The drying out can cause shrinkage which, in turn, may cause cracks to develop. In order to minimise shrinkage cracks and disruption to your home, please try to warm up your home gradually and ventilate your home evenly.

Shrinkage cracks do not affect the structure of the building and can be filled in when you redecorate. However, do not redecorate or make any alterations within the property before the end of the defects liability period, as this will invalidate the contractor's responsibility for the affected areas or systems and you will be responsible for any repairs.

## Repairs

**Remove the paragraph that is not relevant to the tenure**

After the defects liability period has finished, occupiers of shared ownership properties are responsible for all repairs, as set out in your lease.

After the defects liability period has finished, repairs that are Hastoe's responsibility should be reported to Hastoe Hub. A full list of repairs and responsibilities of tenants is available in the Tenants Handbook.







Tenants Handbook (within new Tenants Letting Pack)	<a href="#">New Tenant Lettings Pack</a>
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## Emergency defects and repairs

Repairs are classified as an emergency if there is either a risk to someone's life or there is a risk of serious injury and repairs that cannot wait until the next morning.

We recognise that emergency defects and repairs should be dealt with quickly. Contractors should respond within 24hrs. We expect tenants to remain in the property if safe to do so and to provide access to the contractors to undertake the emergency repair.

### Examples of emergency defects and repairs:

	<p>Total or partial loss of heating between 31 October and 1 May if affecting anyone with a disability, elderly or have children under the age of 12</p>	<p>Total or partial loss of gas supply</p>	<p>Blocked flue to open fire or boiler</p>
	<p>Total loss of electricity</p>	<p>Unsafe power, lighting socket or electrical fitting</p>	
	<p>Leak from water or heating pipe</p>	<p>Leaking roof</p>	<p>Leak from water tank</p>
	<p>Mains water tap which cannot be turned off.</p>	<p>Total loss of water supply</p>	
	<p>Toilet not flushing (where there is no other toilet in the property)</p>	<p>Leak from water or toilet or cistern</p>	<p>Blocked or leaking foul drain, soil stack or toilet (where there is no other working toilet in the property)</p>
	<p>Severe structural damage by storm or impact</p>	<p>Unsecure external window, door or lock</p>	<p>Door entry phone not working</p>

**Please note that you may be charged for call outs that are not emergencies or to attend to damage you have caused.**







## 2. Heating and Hot Water

Your home has been built to a high level of energy efficiency. Certain features, such as wall insulation and double glazed windows, are already working to your benefit.

Some of the heating and hot water systems and other technologies in the home may require a little more attention to make them the most efficient.

Below are the details of the heating and hot water products you have in your home:

<b>Boiler</b>	<b>TRV</b>	<b>Radiator</b>	<b>Heating Programmer</b>
			
Worcester Greenstar 8000 Life	EPH Controls TRV	Stelrad Compact	R17 & R27 EPH Controls

Please see Appendix 1 for further guidance on maximizing the use of your system.

These notes explain how to control your hot water system and its controls to give the results you require.

Do not be influenced by the advice of friends or neighbours. The setting of the controls of the heating is a personal opinion. Their system may not be exactly the same as yours and the results they obtain may not suit your requirements.

Should the heating or controls cease to function or you are not sure about operation, then refer to manufacturer's instructions or seek help from a suitably qualified contractor.

## General

### Boiler Thermostat (Heating)

For heating in the coldest weather, a thermostat setting of '**high**' is recommended. This may be reduced in milder weather. For hot weather only, e.g. in the summer, a lower setting will usually be satisfactory.

### Room Thermostat

Set this control to the required room temperature.

Example Room Temperatures are: -

Living Rooms 21°C

Bedrooms 18°C

### Summer Use

To turn off central heating only, e.g. in summer, set the boiler switch selector to the hot water only or turn the room thermostat to the lowest setting. Optionally you can reduce the setting on the boiler thermostat as described in point 1.

### Boiler

The boiler is of the fanned draught room sealed type and the fan may be heard when the boiler is running. This is quite normal. The pump and fan will continue to run for a short period after the boiler is off to dissipate the heat from the boiler.

This is a room sealed boiler. If the flue or boiler case front or window is ever disturbed or their joints broken, turn off the boiler immediately and have a Gas Safe registered engineer attend. Do not allow the terminal in the outside wall to be obstructed so as to interfere with the flow of air and flue gas.

In severe conditions, check daily that the terminal does not become blocked by drifting or wind driven snow.

### Frost Precautions

In severely cold weather, the boiler may be damaged by frost. It should be kept in operation continuously.

Set the central heating programme selector to "ON". The thermostat should be set to LOW overnight or if the house is unoccupied.

### Cleaning

Lightly wipe over the casing with a damp soapy cloth. Do not use abrasive pads or cleaners.

## Service

Servicing is important in order to ensure continuing high efficiency and long life for your boiler and to maintain your warranty

## Gas Leak

If a gas leak or fault is suspected, turn off the appliance immediately and contact the National Gas Emergency Service, who can be contacted on 0800 111 999 in the case of such an emergency.

## TEMPERATURE CONTROLS – HEATING

The level of heat in each individual room can be controlled by the thermostatic radiator valve on the radiator. It does this by sensing the temperature of the surrounding air, and then turning on or off the water flow to the radiator.

Please note the temperature showing on the stat is the desired room temperature, the actual temperature of the room can be gauged by turning the dial stat until a click is heard.

## Points to Remember

If the heating is not wanted for some time (e.g. on holiday) turn the thermostat to the lowest setting so that frost protection is still provided to your system. The programmer should be set to “on” as mentioned previously

For economy set occupation schedules via the programmer to automatically switch the heating system off home is unoccupied (e.g. when at work) or at night when heating may not be necessary. The thermostats then can be left at their normal setting, so that the heating system may restart automatically just prior to your return or when you rise in the morning, in accordance with the programmer settings.



### 3. Ventilation

As we go about our lives, the air quality in our home gradually declines, which can affect our health and wellbeing unless we make sure the home is well ventilated.




Condensation forms as a result of washing and drying clothes inside and boiling or running hot water. If condensation builds up, this can create mould damage to the home and your personal belongings and can lead to long term health effects. To avoid this, you need to regularly ventilate your home.

Simple things like not blocking vents, closing bathroom doors, putting lids on saucepans when cooking and not letting kettles boil unnecessarily can also help.

We would recommend you open the trickle vents at the top of your windows and regularly open the windows to keep your home fresh and mould free. For more information on controlling condensation, see Hastoe's leaflet "Condensation and Mould." You can view this on the website via the link below or by requesting a copy from the Hastoe Hub on **0300 123 2250**.

Condensation and Mould leaflet	<a href="#">Condensation and Mould leaflet</a>
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To ventilate your home we have provided you with the following ventilation systems.

Kitchen Fan	Bathroom fan & Isolation Switch	Windows
		
Titon HRV1.6	MK Logic plus	Munster Joinery UPVC

#### MVHR

The system runs by itself for normal ventilation rates. If a boost switch has been installed, it can be used to increase the extract ventilation rate at times when moisture or pollutant levels are considered excessive. Sensors may be fitted in the dwelling which detect high levels of moisture or pollutants and boost the system automatically.

Your system may have additional switching options and settings, please ask your housebuilder for further details if you are unsure.

## Maintenance

All ventilation units require periodic maintenance. Routine maintenance, apart from filter changes, must only be carried out by a suitably qualified and competent person. The filters should be changed regularly, the frequency of cleaning will vary depending on the environmental conditions and occupancy levels in the property.

Filters can be cleaned by carefully using a vacuum cleaner.

Filters should be replaced at least annually, or more regularly dependent on environmental conditions. Replacement Filters are available from [TitonDirect.co.uk](http://TitonDirect.co.uk) or via contact numbers shown in Titon manual. You will need to know the unit part number, which can be found on the serial number label fixed to the top and front of the unit.

**Please DO NOT turn off the isolation switch that controls the unit unless you are advised to do so as this is only fitted for Maintenance purposes and not for controlling the fan operation.**

Your windows are not fitted with trickle vents as in a conventional home so you must have the MVHR operating at all times and keep your windows closed. By leaving internal doors open as much as possible, the MVHR moves the air through your home to help change the air and also to help remove moisture from the building.


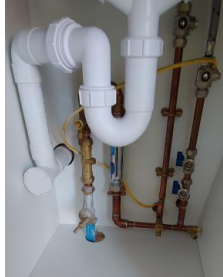



## 4. Water

When you move into your new home you will need to contact the water supplier to set up your billing account.

Water supplier	Contact number	Meter number
Insert details	Insert details	Insert details

It is important to know if the water supply to your home is metered and how it can be turned off if you have a leak or need a plumbing repair. Below are the details you need for your home:

Water Meter Location	Water Meter	Stop Tap	Isolation Valves
	To be added		
In the pathway outside the property	In the pathway outside the property	Under kitchen sink	On the pipework leading to each tap & the toilet cistern

### Stop taps and isolation valves



The Isolation valves enable you to isolate a localised leak. It can be operated using a flat headed screw driver.

The Stop tap will completely stop the water supply into your home. This must only be used if you are unable to isolate a leak in your home using the Isolation Valves.

### Water usage

Although we take water for granted in the UK, it is becoming a precious resource. It takes a tremendous effort to purify water and deliver it to us for use in our homes. We need to be as careful with our water usage as we are with our energy consumption. If you have a water meter, being water efficient will also save you money.

Modern water devices are designed to use less water. Here are the water efficient devices installed in your home:

Flow Restrictors	Dual Flush WC
	
Flow restrictors	Roco Laura Vitreous china close-coupled WC with horizontal outlet

To help save water, your home has been fitted with flow restrictors to all taps and the shower. A flow restrictor reduced the amount of water that comes through the tap / shower helping to reduce water usage.

Dual Flush is an interactive water saving design for a toilet. It is created with the internal flush valve allowing two separate flushing volumes for disposing waste. This type of cistern gives you the choice between a half flush for disposing liquid waste or a full flush for disposing solid waste.

Here are some tips on being efficient with use of water:

1. Turn off the tap when brushing your teeth
2. Have a shower instead of a bath
3. Fully load your washing machine
4. Use a bowl of water to clean vegetables instead of a running tap
5. Fix any leaks as quickly as possible.
6. Use a bucket when washing your car, instead of a running hose pipe
7. Water outdoor plants in the morning or late evening to prevent too much evaporation.

More water saving tips

<http://news.bbc.co.uk/1/hi/2945018.stm>



## 5. Electrical Safety

**When you move into your new home you will need to contact an electricity supplier to set up a billing account.**

The details of your current electricity supplier are below. You are free to transfer to another supplier if you wish. Click the link below for support and advice on changing supplier.

Electricity Supplier	Contact Number	Emergency Contact Number
EON	0345 303 3020	If you have a power cut or you've had problems with the power lines in your area, call Distribution Network Operators free on <b>105</b> .

<b>MyHomeEnergySwitch</b>	<a href="http://nhf.think-switch.co.uk">http://nhf.think-switch.co.uk</a>
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Electric Meter	Meter number	Mpan number



### Electrical supply and controls location



Electricity supply and controls are located the hallway cupboard and for **properties \*\*\*\*\* the** meters are on the outside wall of your home clearly labelled.

Some properties have been fitted with a recessed unit which looks identical to this but is narrower

## Electrical meters and components

Consumer unit	Electric meter
	
Hallway	Hall cupboard or in the meter box outside your home ( <b>Properties *****</b> )

The electricity meter and cable leading to it belong to the electricity company and must not be tampered with in any way.

The consumer unit contains the main on/off switch for the electricity supply to your home. It also contains a number of miniature circuit breakers that protect the individual circuits. These are labelled to show which circuits they control, e.g. downstairs lights. Circuit breakers are easy to reset by flicking the switch back to the "ON" position.

**If you have an electrical fault, the Miniature Circuit Breakers (MCB) may have tripped. Check if it is for one of the following reasons:**

- Lighting circuits – Check if any light bulbs have blown, as this may have been the cause of the switch tripping. Turn the MCB switch back to ON, turn the light switch off and replace blown bulbs.
- Power circuits – A fault may have occurred on one of your appliances. To check, disconnect all appliances, turn the MCB switch back to ON and reconnect each appliance separately.
- The trip switches will also operate if the circuit is overloaded. If you are in doubt about what to do or if the circuit breaker continually trips out, contact the Hastoe Hub for advice.

**Important Note:** Certain consumer units require **two** main switches to be turned off to ensure all circuits are "dead". If this applies, they will be clearly labelled.

**Please note the following**

- You are required to pay for and manage your electricity supply – failure to do this is not considered a fault. If you are on a Key Meter, check that the key is still in credit before reporting a fault.

**Remember that electricity is dangerous and can kill**

**Do not attempt to do any work on a live electrical circuit**



	Always unplug any appliance before working on it.
	Always make sure that appliances are fitted with the correct fuse as recommended by the manufacturer.
	Always follow the manufacturer's instructions for wiring appliances.
	Do not use portable electric heaters in the bathroom.
	Never use an electric hair dryer or any other portable electric appliance in the bathroom except electric shavers supplied from the special shaver unit.
	Keep a torch handy for emergencies.
	Do not attempt to repair, alter or extend electrical installations.
	<b>Electric cookers must be installed by an approved NICEIC fitter.</b>



## 6. Gas Safety

**When you move into your new home you will need to contact a Gas supplier to set up your billing account.**

The details of your current gas supplier are below. You are free to transfer to another supplier if you wish. Click the link below for support and advice on changing supplier.



<b>MyHomeEnergySwitch</b>	<a href="http://nhf.think-switch.co.uk">http://nhf.think-switch.co.uk</a>
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<b>Gas Supplier</b>	<b>Contact Number</b>	<b>Emergency Contact Number</b>
EON	0345 303 3020	If you can smell gas or suspect a gas leak at your property, call the National Gas Emergency Helpline immediately on <b>0800 111 999</b> .

<b>Gas Meter</b>	<b>Meter number</b>	<b>Mprn number</b>

**If there is a gas leak, telephone the gas board emergency service**

The main gas supply enters your home via a ground meter box. In an emergency, the gas can be turned off by using a lever valve in the meter box.



<b>Gas supply location</b>	<b>Lever valve location</b>
	
Gas meter is located outside the front of the property	In the event of a gas leak, turn the red lever to shut the gas off at the meter

**All gas appliances, including a gas cooker, must be installed by someone on the Gas Safe Register.**



## 7. Fire Safety

Your home has been fitted with fire safety equipment to help keep your family and home safe.

Smoke Alarm Detector	Carbon Monoxide & Heat Detector (Combined) Detector
	
Aico EI166RC Hallway	Aico EI3028 Kitchen

The smoke detectors are mains operated with a re-chargeable back up battery supply, in the case of a power failure. Please note however, that the rechargeable battery may need replacing at some point in the future. A red light or audible beep will inform you if this is the case.

Smoke detectors are sensitive to dust and you should ensure you regularly remove any dust when cleaning.

### **Important:**

You must test smoke detectors every month by pressing the test button.



If the Test Alarm does not work please call Hastoe.

**The Fire Brigade recommend you plan exit routes from your property in the case of fire or life threatening situation.**

## 8. Locks and Security



Amend if required: External doors provided meet rigid Secure by Design Standards.

Front Door	Back Door	Internal Doors	Windows
	Photo awaited	Photo awaited	
IG Doors	Munster Joinery	Premdor	Munster Joinery



Communal door	Loft hatch
	
Make	Jupiter Blue

Keys are provided for each door and window. It is your responsibility to look after these and get further keys cut, if required. Do not leave window keys in the locks as this could mean your House Home &/or Contents Insurance becomes invalid



## 9. Telephone, Television & Aerials

Telephone and television points have been installed in your home. A TV aerial is not provided but a cable has been installed from the aerial point(s) in the home to contractor to insert details of where the cable is coiled.

	<b>Telephone Point</b>	<b>TV/Sat Point (Lounge)</b>
<b>Image</b>		

The number of points in each room is detailed below:

<b>Location</b>	<b>Telephone Point</b>	<b>TV/Aerial/Sat Point</b>
<b>Hallway</b>	1	0
<b>Home Office</b>	1	1
<b>Lounge</b>	1	1
<b>Bed 1</b>	0	1
<b>Bed 2</b>	0	0

When moving in and installing your aerial please make sure you re-tune your Televisions otherwise they will not work.



## 10. Kitchen

Your kitchen units are as below:-






Rented Properties

Kitchen Range	Worktops	Handles
		
Rixonway - Trieste Gloss White	Rixonway - Trieste 40mm Standard Bullnose Dakota	Rixonway - Trieste T Type Steel Brushed Nickel

Shared ownership

Kitchen Range	Worktops
Photo awaited	Photo awaited
Rixonway – Augusta Matte Graphite UltraMatte with integrated handles	Rixonway - Augusta 40mm Square Edge Carrara Marble

Shared Ownership only

Hob	Extractor	Oven	Fridge Freezer	Washing Machine
				
Zanussi ZGH62414XS Gas Hob	Zanussi ZHC60156X	Zanussi ZOB343X	Zanussi ZBB2844sv 70/30	Zanussi Z712W43BI
Serial no.	Serial no.	Serial no.	Serial no.	

## Removeable Base Unit

Your kitchen will have one removable base unit with a power supply behind for a dishwasher or a tumble dryer. You are responsible for organising the supply and installation of pipework required for these appliances. We recommend that you use a qualified engineer to install your dishwasher and/or tumble dryer. Please ensure you do not disturb any existing pipework when any works are carried out. Please be advised you may need to alter the length of the plinth when

House Number	Removeable Kitchen Cupboard Location
1	Right Hand side of narrow Cupboard (opposite the door into kitchen end of the cupboard run)
2	Right Hand side of Washing Machine
3	Right Hand side of Washing Machine
4	Right Hand side of Washing Machine
5	Cupboard under Boiler housing
6	Right Hand side of Cooker
7	Cupboard under lockable wall unit
8	Left Hand side of Cooker
9	Left hand side of Washing Machine space
10	Right hand side of Cooker
11	Left hand side of Washing Machine space
12	Left hand side of Cooker

Isolation switches for all appliances can be found above the worktops and will be clearly labelled.

The electricity supply for your home appliances can be switched on and off using the isolation switches. We recommend you use the isolation switches when leaving your property for a period of time, such as going on holiday.

## Cleaning & Maintaining

Do not lean or stand on kitchen unit doors or drawers when they are open as this can damage the hinges/runners.

Worktops will be damaged if you place hot utensils, pots or pans on them. Burning cigarettes and hot irons will also cause damage. Avoid this by using heat resistant trays or boards.



## 11. Lighting

Your home has a selection of energy efficient light bulbs and light fittings both inside and out. They have been designed so that they give out plenty of light whilst using less electricity.

If you have to buy new lamps or fittings, try to get lamps with a higher amount of Lumens. If in doubt, your local hardware shop or DIY chain store should be able to find what you need. We would recommend taking the old lamp with you to the store.

### What is a Lumen?

The traditional Watt is now fairly redundant as a measurement of how bright a light bulb will be, e.g. a 5 Watt LED lamp will be brighter than a 40 Watt lamp. The key thing to remember is: **Higher Lumens = Brighter Lamp**

Watts don't necessarily measure the brightness of a lamp, only the amount of electricity it uses. With so many new bulbs giving out the same amount of light but at an increasingly lower wattage, you need to compare lamps by how much light they actually give out. A 'lumen' value is listed on the side of light lamp boxes and are a measurement of how much light a lamp gives out in all directions.

### Lower Wattage + Higher Lumens = Better Value

Please note all the lights in your Bathroom & Kitchen are LED lights and you cannot replace the lamps in these. If the units fail they will need to be replaced.

### Remember!

- You can save even more electricity by turning lights off as you leave rooms.
- Even though the bulbs are designed to last a long time, to keep them working for as long as possible, try to leave them on for more than 10 minutes at a time.



Using modern energy efficient light bulbs around the home can save you money.

For more tips and a carbon calculator click on the link below

**Energy Saving Trust website**

**[www.energysavingtrust.org.uk/calculator/start](http://www.energysavingtrust.org.uk/calculator/start)**



## 12. Cleaning and Maintaining your Home

### Cleaning

**Kitchen** - Never use powerful detergents, cleaners, or Brillo type pads on kitchen units, taps, and sinks. Only use a cloth with non-abrasive liquid cleaner, rinse and wipe clean.

**Sanitary Ware** - Baths, basins and toilets should only be cleaned with the spray/cream cleaners to avoid damaging their surfaces. Please read the manufacturers guidelines on recommended products. Do not use scouring or gritty powders.

Bleach should not be left to sit in stainless steel sinks or on the surface of waste fittings or taps.

Hastoe recommends using eco friendly cleaning products as these are based on more natural cleaning agents (such as citrus oil, vinegar, beeswax, cleaning salt, coconut oil, baking soda and essential oils like lavender and rosemary) rather than harsh chemicals used in conventional cleaning products. Using these will be better for the environment and will not harm your family or pets.

## Maintenance

You are allowed to fix shelves, pictures and mirrors to the walls. However, modern homes are made of a variety of materials that require different fixings. Please ensure you use the correct fixings. For heavy items, large pictures or mirrors etc, the timber studs in the wall provide a stronger fixing point.

Your home is contracted internally of dry lined walls and you will need to use the appropriate fixings to ensure your fixings stay in place.

				
Plasterboard Plug	Toggle Fixing	Self-Drive Plasterboard Fixing Metal	Self-Drive Plasterboard Fixing Plastic	Grip it Fixings Plasterboard fixing plastic & metal
Plasterboard Walls for lightweight items.	Plasterboard Walls for medium to lightweight items.	Plasterboard Walls for medium to lightweight items.	Plasterboard Walls for medium to lightweight items.	Plasterboard wall the different colours relate to maximum weight loading

There are pipes and cables hidden in the walls and ceilings. Please check that you know the location of these before drilling. We recommend you purchase a cable/pipe detector from a DIY or hardware store to avoid contact with any electrical cables or pipework.

Any damage caused by drilling into pipes and cables will be charged.

## Flooring

Carpet must not be glued to any floor surface as the cost of making good could be recharged to you. You may also be charged to rectify any damage to vinyl flooring in the bathroom or kitchen if you fit carpet using gripper rods.

## Paint Colours

The paints chosen for your home are:

	Colour Name	Colour code number
Walls		
Ceilings		
Woodwork		
External		

## Gardens

As part of your Tenancy Agreement you must keep the front, rear and side gardens to a standard acceptable to Hastoe this includes:-

- Keep the grass cut low in the growing season
- Keep hedges below 6ft in height
- Regularly weed and trim small trees and bushes
- Keep paving slabs clean and weed regularly
- Not allow ivy to grow up walls and fences
- Maintaining your outbuildings and fencing
- Keep your garden and communal areas free from waste and unwanted household items

Please see Appendix 3 for further guidance.



### 13. Waste Water and Sewage

The main cause of blocked toilets and damage to foul sewers and drains is baby or wet wipes. **Please do not flush these products even if it states they are flushable or biodegradable.** It is vital that none of the items are put down the toilet, as this could cause blockages, equipment failure and overflow.

If the system fails because of misuse, you and your neighbours could be charged for putting it right.

#### **Please do not put any of the following items into your toilets, sinks or drainage gullies**

- Baby wipes, cloth wipes, including biodegradable wipes
- Nappies of any kind
- Feminine hygiene products of any kind
- Rags and other cloth materials
- Dental floss and cotton buds
- Anything plastic
- Motor oil and grease
- Anti-freeze
- Brake Fluid
- Weed killers, insecticides, fungicides or other chemicals
- Paint thinners, white spirit, turpentine, creosote etc
- Cooking oil and fat
- Any organic waste such as vegetable peelings, leftover food etc.
- Medicines

The rule of thumb is “if it does not come out of a human, it should not go down the toilet!”

If you have any questions or need advice on how to dispose of the items listed above, then please contact the Hastoe Hub on **0300 1232250** or email **[customerservices@hastoe.com](mailto:customerservices@hastoe.com)**.



## 14. Environmental Features of Your Home

Your home has the following environmental features

MVHR – Please refer to section 3 of this file
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Dual Flush Toilet & Flow restrictors – Please refer to Section 4 of this file
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## 15. Recycling and waste



Most of the rubbish that we throw out is recyclable and it makes sense not to waste its potential by mixing it up with the general waste.

Your kitchen has been fitted with an eco bin which has recycling compartments to help you separate your waste.

Here's some more details on what you've got and the bin collection information for your home:

			Brown Bins different sizes available	
	Green Recycling Bin	Black Waste Bin	Green Waste – Annual fee charged by council	Glass recycling
Collection	TBC fortnightly	TBC weekly	Organise direct with the council	TBC Fortnightly
Collection point	Front of property within boundary	Front of property within boundary	Front of property within boundary	Front of property within boundary
Contact	01256 844844	01256 844844	01256 844844	01256 844844
Website			<a href="https://www.basingstoke.gov.uk/garden-waste">https://www.basingstoke.gov.uk/garden-waste</a>	

For all other Waste information please refer to the Council website by following this link <https://www.basingstoke.gov.uk/a-z-waste-and-recycling>

## **16. Appendices**

1. Heating Guide – Hastoe document
2. Decorating Tips – Hastoe document
3. Garden Maintenance Advice – Hastoe document

# Appendix 1 – Heating Guide

## Hastoe Heating Guide

### Central heating – balanced (non-condensing) and condensing boilers

There is a big difference between the older balanced flue traditional wall or floor mounted boilers and a condensing boiler. Do make sure you know which boiler you have before following these tips. As a general rule, a balanced flue boiler will be found in our older properties and condensing boilers will be in our newer properties. If you are unsure what type of heating system you have in your home please check by calling Hastoe Direct.

#### Balanced flue (non-condensing) boiler

##### Do

- ✓ Set the temperature control on the boiler at maximum and keep it there.
- ✓ Use the room thermostat to control room temperature and the cylinder thermostat to control the hot water. Please remember, the cylinder thermostat should be set at 60°C.
- ✓ Turn the room temperature down by 1 degree to save more money.
- ✓ If you need to increase the heat, turn the temperature up by 0.5 or 1 degree at a time.
- ✓ Leave the settings when you have found a comfortable heat.
- ✓ Keep all doors closed throughout the property.
- ✓ Turn the thermostatic radiator valves down in the bedrooms or other rooms that are not in use
- ✓ Use the central heating programmer or time clock to turn the heating system on and off. Remember, you will save money if you turn off the heating 30 minutes before going to bed as the property will have enough heat embedded to keep the property warm.

##### Don't

- ✗ Turn the room (wall mounted) thermostat up by too much at a time.
- ✗ Turn the cylinder thermostat down below 60°C.

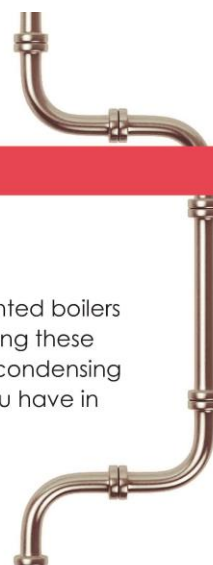
#### Condensing boiler

##### Do

- ✓ Set the boiler thermostat at 70°C or 3.5 or 2/3rds depending on the type of boiler.
- ✓ When the external weather conditions fall towards freezing 0°C and when the house begins to feel colder, you will need to turn the thermostat up by 0.5 degrees at a time. It's only when the external temperatures fall below freezing and remain there during the daytime that you may need to increase the temperature control to maximum.
- ✓ Remember to turn the boiler thermostat back to 70°C or 3.5 or 2/3rds depending on the type of boiler when the external weather conditions improve.
- ✓ Keep all doors closed throughout the property.
- ✓ Turn the thermostatic radiator valves down in the bedrooms or other rooms that are not in use.
- ✓ Use the central heating programmer or time clock to turn on and off the heating system. Remember, you will save money if you turn off the heating 30 minutes before going to bed as the property will have enough heat embedded to keep the property warm.

##### Don't

- ✗ Turn the room thermostat up by too much at a time.
- ✗ Turn the cylinder thermostat down below 60°C.



## Hot Water

### Gas or oil heating

The thermostat on the hot water cylinder should be set to 60 degrees as this is guaranteed to kill legionella bacteria that may form when the system cools down.

If the hot water cylinder or tank has a separate insulating jacket make sure it is in a good condition and fits the tank properly.

### Electric cylinders

Hot water storage cylinders are usually fitted with two immersion heaters – one is on all night to provide a full cylinder of hot water whilst the other is set to boost to provide additional hot water if required. Remember, if you use the boost to turn it off immediately after use as this uses full rate electricity.

It is better to use hot water at night if possible as this uses a much cheaper night rate.

## Programming your system

### Air and ground source heat pumps AEHP

- These run 24 hours a day and apart from minor adjustment to the temperature control should be left alone as the system is fully automatic.

### Gas or oil fired boilers

- Always set the programme timer to come on and turn off to suit your needs
- Ensure that the system is programmed to turn on and off half an hour before you need/no longer need.



## General money saving heating tips

If you need to run the heating all day (with the exception of heat pumps):

- Run on the lowest temperature that you are comfortable at.
- Shut all the doors.
- Turn thermostatic radiator valves (TRVs) down to 1 or off in rooms that are not in use such as bedrooms and toilets.
- Just heat the main living area.

## Energy tariff

Ensure that you are on the best and lowest tariff for your heating system. Energy companies have many different tariffs and change them frequently. It is worth spending some time working out which is the best tariff for you. It is possible to save money by switching supplier or tariff. A useful website is [www.uswitch.com](http://www.uswitch.com).

If possible, don't use key meters as they are the most expensive way to buy electricity or gas.

## Further help

If you need further advice on your heating system, do get in touch:

☎ 0300 123 2250 or  
✉ [customerservices@hastoe.com](mailto:customerservices@hastoe.com)





# How to bleed your radiators...

If your radiators are cold at the top and warm at the bottom when the heating is on, they may need 'bleeding'. 'Bleeding radiators' - also known as venting a radiator - is when you let out any air that has become trapped inside. The good news is, bleeding radiators is a simple job that you can do yourself, and it can make a real difference to how energy-efficient the heating in your home is.

If you don't feel confident about what you're doing, stop and get advice from either a qualified heating engineer or Hastoe Direct.

## Step 1:

### **Turn your heating on and get your radiators hot.**

Turn on the heating so that all radiators in your home come on - you may need to turn up the temperature on your room thermostat and also the individual radiator temperature controls.

## Step 2:

**Find out which radiators need bleeding.** Once your radiators are all hot, go and check each one individually to see if all parts of the radiator are warming up. Caution: - radiators can get very hot and you don't want to burn yourself. Cool spots, particularly towards the top of the radiator, mean you'll need to bleed that radiator.

## Step 3:

**Bleed the radiators.** Before you bleed any radiators make sure your central heating is switched off. Bleeding radiators usually requires a radiator key, but with more modern radiators you can use a flat-blade screwdriver. At the top of the radiator at one end there will be a valve. You can attach the radiator key to the square bit in the centre or put the end of the screwdriver into the groove.

Hold the key or screwdriver with a cloth, and have another cloth ready to catch any drips, then slowly turn the radiator key or screwdriver anti-clockwise - if gas/air is escaping you'll hear a hissing sound. Once there is no more gas/air, liquid will come out and the valve will need to be closed quickly. With the more modern screwdriver operated escape valve, liquid is likely to emerge as a jet rather than a dribble.

## Appendix 2 - Decorating Tips

We request that you do not redecorate or make any alterations within the property before the end of the defects liability period and the contractor has completed the outstanding repairs, as this will invalidate the contractor's responsibility for the affected areas or systems and you will be responsible for any repairs.

### Painting ceilings and walls



Always use a good quality paintbrush and work the bristles with your fingers or against a wall to remove dust and any remaining loose bristles. Poor quality brushes often have bristles that can break off during use. Be careful not to overload the brush with paint. The best technique is to dip your brush into the paint about one-third of the length of the bristles, then wipe the excess on the rim of the can to prevent drips.



Apply the paint in vertical and horizontal strokes then spread it at right angles for even coverage. Finish with light upward strokes over the entire surface to reduce brush marks.



A paint roller will cover larger areas with ease. Always choose a good quality roller with the correct sleeve for the job. If you are painting a wall or ceiling use a brush first to paint around the edges. Tip the paint into the roller tray reservoir and dip the sleeve lightly into the paint, then roll onto the ribbed part of the tray to coat evenly. Apply the paint in all directions until the surface is covered. Do not roll too fast or leave the surface with the sleeve spinning as this will cause spray. Finish by lightly rolling over the complete surface in one direction for a uniform finish.

Similar to the paint roller, a paint pad is a useful alternative to a brush, particularly when using emulsion. Load the pad with paint from a tray and sweep in any direction until the surface is covered. Finish with long strokes in one direction to remove any thin lines of paint that may remain.

**TRADE TIP:** When painting large areas, work in vertical strips of about a metre and paint ceilings before walls, leaving doors, skirting boards and windows until last.

### Painting Woodwork



With doors and windows, paint in a logical order and finish with parallel strokes in the direction of the grain. It helps to use a paint guard and an angled window brush to help avoid marking windows with excess paint.



For a paneled door use a good quality 2" or 3" paint brush - start with the recessed panels and finish with the outer edges. For flat doors, a gloss mini roller is an ideal alternative to a brush, offering a faster technique with a smoother finish. For windows, paint closest to the glass first and finish with the outside frame.

Take special care with door edges and door handle holes or window catches. Always brush towards these areas; as if you brush away from them runs can form from paint build up.

If you wish to stain wood rather than paint it, then this should be completed before the surface is varnished or waxed. When applying a stain always brush in the direction of the grain, and try to work quickly to avoid any part becoming dry before finishing. Varnish can be applied using a roller or brush; however, care must be taken to ensure uniform coverage of the area.

For a clean edge it can be useful to use masking tape and remove when touch dry, or within 24 hours to avoid leaving a residue.

## Appendix 3 – Garden Maintenance Advice

Guidance notes to assist you with maintaining your newly laid lawn. We recommend the following during the different seasons of the year:

Spring	Summer
<ul style="list-style-type: none"> <li>- In March / April, apply a spring feed</li> <li>- Clear the grass of stones, twigs before you mow it</li> <li>- Cut with the mower set high and reduce gradually</li> <li>- Kill moss if necessary</li> <li>- Constantly pull out / spray weeds</li> </ul>	<ul style="list-style-type: none"> <li>- Mow regularly</li> <li>- Ask for help if you're away on holiday</li> <li>- Rake lightly before mowing</li> <li>- Use long-handed shears to keep the edges neat</li> <li>- Feed and water as necessary</li> <li>- Spot treat weeds</li> </ul>
Autumn	Winter
<ul style="list-style-type: none"> <li>- Remove fallen leaves before mowing the lawn</li> <li>- Mow the grass if it keeps growing</li> <li>- Aerate the lawn to assist with drainage</li> <li>- Top dress to level uneven surfaces and improve drainage</li> <li>- Apply any necessary worm control</li> <li>- Rake to remove any moss</li> <li>- If you feel areas are affected, spray to control these</li> </ul>	<ul style="list-style-type: none"> <li>- Avoid walking on the lawn if there is frost or snow</li> <li>- Avoid walking on the lawn if the ground is waterlogged</li> <li>- Service your mower</li> <li>- If the weather is mild enough for the grass to grow, 'top off' with the mower set high to keep the lawn looking neat</li> </ul>

Within the first 3 months of moving into your new home, please:

- Do not walk across the newly laid lawn for 2-4 weeks. We recommend that you use boards should you need to walk across it to keep it level and allow the turf to become established.
- Ensure that it is watered as regularly as required to ensure that it is never short of moisture. The soil beneath the turf needs to be moist and you can lift the corners of the turf in a few places to make sure that the roots are

growing beneath. We recommend 5 litres of water per square meter per day for the first 2 weeks during the summer months.

- Wait until the new turf is well rooted into the soil before you mow it
- Ensure that the mower is on the higher setting when you mow it for the first time so that it's not cut too short. This can cause brown patches.

### **General Maintenance Guidance**

- Once the lawn is well established, mow regularly.
- Rain showers may not be enough to water your lawn, if there are only light showers, you may have to water as well
- We recommend using a cylinder mower for the best results. Please keep the blades sharp and set them accordingly
- You should never need to roll your lawn on moist soil. It could make matters worse. To level a lawn, use a soil based top dressing instead
- Do not feed your lawn between October and March
- You can apply granular feeds by hand or with a special wheeled spreader. For liquid feeds, a water can with a sprinkler bar attached is ideal. Please always follow the manufacturer's instructions

### **Improving Your Lawn**

- **If you would like a good green lawn**, we recommend water infrequently but ensure that when you do that the water penetrates the soil to a depth of 15cm. If you find that the water runs off of the surface before this happens, switch off the hose and allow the water to soak through the lawn. Then resume watering until the soil is moist
- **A slow release fertiliser may help improve the colour**, it releases essential nutrients over a number of months
- **You can aerate the lawn to help air reach the roots**; make small holes in the lawn with a garden fork and this should help with slowing compaction and enable surface water to drain into the soil beneath
- **Even the best lawns will be troubled by weeds!** The best way to deal with them is to pull them up by hand or just a spray for spot treatment of individual weeds.

- **If your weeds are widespread, treat them with a liquid weed killer** that can be watered onto the lawn. We recommending waiting for 6 months before you use weed killers on newly laid lawns.
- **Moss can occur if the grass is weak;** you can remove using chemicals but always check the manufacturer's guidance.
- **If you have little white and pink patches on your lawn, it could mean that your soil is not fertile.** Encourage your grass to grow with a feed
- **If you have yellow / brown patches on your lawn and the grass blades are collapsing, this could mean that you have overfed your lawn.** Treat it immediately with a fungicide.
- **If your lawn has been laid for less than a year and small brown toadstools have appeared, these are nothing to worry about.** They are a common occurrence and will die out.